

Metropolitan Telecommunications of Kentucky, Inc.

Applicable to Intrastate Local and Interexchange

Telephone Services Within the

State of Kentucky

TERMS AND CONDITIONS FOR PROVISION OF SERVICE

For

**Metropolitan Telecommunications of Kentucky, Inc.
Dba MetTel**

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 11 2001

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY: Stephan O. Bell
SECRETARY OF THE COMMISSION

Section 1 - APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel as follows:

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of Kentucky.

1.1.1 Service Territory

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, will provide service in the following areas:

1.1.2 Availability

Service is available where facilities permit.

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Section 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel

In furnishing facilities and service, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's plant, property or service.

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel reserves the right to refuse an application for service made by a present or former customer who is indebted to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.2 Limitations on Liability

a. Indemnification by Customer

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

b. Customer-Provided Equipment

The service and facilities furnished by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel are subject to the following limitations: Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel caused by customer-provided equipment or premises wire.

c. Use of Facilities of Other Companies

When the facilities of other companies are used in establishing a connection, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system ~~established by another~~ company.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.3 Use Of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel of any unauthorized use. The customer may advise its customers that a portion of its service is provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, but the customer shall not represent that Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel jointly participates with the customer in the provision of the service.

2.1.4 Use and Ownership of Equipment

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall remain its property and shall be returned to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

2.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

- 1) Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant line affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.5 Directory Errors

- 2) Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 3) Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel of the error, mistake or omission in such records by the subscriber, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- 4) Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- 5) Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

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- 6) Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to have knowledge of such error, mistake or omission, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall give credit without the requirement of notification by the subscribers.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular Tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period.

When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.3 FLEXIBLE PRICING

2.3.1 General

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may change a specific rate within the range of the established minimum and maximum rates on one day's notice (T) to customers and the Public Service Commission.

2.3.2 Conditions

- a. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.
- b. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.
- c. A rate shall not be changed unless it has been in effect for at least thirty (30) days.
- d. A customer can request that Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel disconnect service that is provided under the Flexible Pricing due to a price increase. The customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the customer notifies Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel of its desire to disconnect service within 20 days of receiving notification of the price increase.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED

2.4.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.4.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.10 and 2.11 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.2 Deposits (cont'd)

a. Interest on Deposits

Interest at the rate of 6% per annum shall be payable on all deposits. Interest shall be credited semi-annually to the service account of the customer or paid upon return of the deposit, whichever occurs first.

b. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

c. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will process the transaction on the billing date and apply the deposit to any amount currently owed to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, and return any remaining amount of the deposit to the customer by check.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel. Bills are due on the due date shown on the bill and are payable at any business office of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, by U.S. Mail, or at any location designated by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel. If objection is not received by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel on customer overpayments that are refunded within 30 days after the overpayment is received by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel within two months after the bill is rendered.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.4 Return Check Charge

When a check which has been presented to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$15.00.

2.4.5 Late Payment Charges

- a. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. The Company will comply with 807 KAR 5:006, Sec. 8(3)(h).
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to final accounts.
- d. Charges deemed delinquent will be subject to a late payment charge accruing in the rate of 1-1/2% per month from the due date on all delinquent amounts. This penalty may be assessed only once on any bill for service rendered. Any payment received shall first be applied to the bill for service rendered. Additional penalty charges shall not be assessed on unpaid penalty charges.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.6 Customer Overpayments

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will provide interest on customer overpayments that are not refunded within 30 days of the date Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel bill. The rate of interest shall be the greater of the customer deposit interest rate or Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

2.5 INSTALLATION SERVICE

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

2.6 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel employees or agents of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's facilities.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES

2.7.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges apply to the customer's monthly bill statement as outlined in 2.7.2 and 2.7.3 below. Surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity may apply.

2.7.2 Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to any applicable State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. Whenever the state levies a new tax on Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will file a revised statement as directed or approved by the Commission.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES (cont'd)

2.7.3 Village or Municipal Surcharge On Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls.

The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly.

Introduction, cancellation, or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the change.

2.8 [RESERVED FOR FUTURE USE]

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE

2.9.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
- B. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel in accordance with Company's complaint handling procedures.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- e. Nonpayment of backbilled amounts as outlined in 2.11.12.
- c. Nonpayment of service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel in accordance with Company's complaint handling procedures.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

- e. Nonpayment of backbilled amounts as outlined in 2.11.12.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- a. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment

a. General

Five (5) days prior written notice is required for discontinuance of service for nonpayment. Ten (10) days prior written notice is required for discontinuance of service for violations of the utility's tariff or regulations. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, after five (5) days prior written notice to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, any use of the facilities or service by the customer may adversely affect Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's personnel, plant, property or service. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, or
4. in the event that service is connected for a customer who is indebted to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for service or facilities previously furnished, that service may be terminated by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.11.7 regarding Deferred Payment Agreements.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel without payment of Tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

c. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
 - a. No charge shall apply for the period during which service had been terminated, and
 - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

- d. Change in Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's Ability to Secure Access

Any change in Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

2.9.5 Emergency Termination of Service

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may require that the request be submitted in writing as a follow-up to a request made by telephone.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.10.1 Application of Rates

- a. Business rates as described in Section 7 apply to service furnished:
 1. In office buildings, stores, factories and all other places of a business nature;
 2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
 3. At any location when the listing or public advertising indicates a business or a profession;
 4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
 5. At any location where the customer resells or shares exchange service;
- b. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

2.10.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.10.4 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel is not required to issue any additional notice before disconnecting service.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.11.1 Application of Rates

Residential rates as described in Section 6 apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

2.11.2 Telephone Number Change

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits

a. General

Except as provided in (b) following, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may require a deposit, as described in Section 2.4.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is an applicant for service who was a customer of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

A new customer is an applicant for service who has not been a customer of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

b. Customers Exempt from Deposits

1. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
2. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

c. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A customer who still owes money to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.11.7 below.)

New deposits from a residential customer is reviewed after the first 3 monthly bills have been rendered. If too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.11.4 Installment Billing For Nonrecurring Charges

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.4 Installment Billing For Non-recurring Charges (cont'd)

Installment billing is subject to the following restrictions:

- a. Installment billing may be used only by residential customers;
- b. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- d. More than one installment plan may be in effect for the same customer at the same time;
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- f. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- g. Installment billing payments will continue even when an account is temporarily suspended;
- h. No interest or carrying charges will be applied to the outstanding balance during the installment period.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.5 Adjusted Payment Schedule

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.11.6 Suspension or Termination for Nonpayment

Five (5) days prior written notice is required for discontinuance of service for nonpayment. Ten (10) days prior written notice is required for discontinuance of service for violations of the utility's tariff or regulations.

- a. Suspension/termination notices may not be issued until at least 30 days after the date of the bill. Bills must be mailed to the customer no later than 5 business days after the date of the bill.
- b. After issuing the written notification in accordance with 2.9.1, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
- c. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- d. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel must offer an eligible customer a DPA in accordance with the Commission's order in Case 90-C-1148 issued on August 7, 1992. Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

If Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.8 Dishonored Checks

When a check received from a residential customer is dishonored, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

2.11.9 Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel is advised that a new customer has moved into the location.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.12 Backbilling for Residential Customers

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to render timely accurate billing.

Unless the customer causes the late billing, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel under this Tariff.

2.12.1 Credit for Interruptions

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
 - i. if interruption continues for less than 24 hours:
 - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
 - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
 - ii. if interruption continues for more than 24 hours:
 - a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.1 Credit for Interruptions (cont'd)

c. (cont'd)

ii. (cont'd)

- b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

d. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel rendered useless or substantially impaired.

e. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.2 Limitations on Credit Allowances

No credit allowance will be made for:

- a) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel or to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's facilities;
- b) interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- c) interruptions of service during any period in which Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- d) interruptions of service during any period when the customer has released service to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- e) interruptions of service due to circumstances or causes beyond the control of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION

2.13.1 Regulations

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- 1) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- 2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- 3) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- 4) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.13.1 Regulations (cont'd)

- 5) Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.13.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Public Service Law.

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Section 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoration of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

3.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.2.

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Section 3 - CONNECTION CHARGES (cont'd)

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Tariff.

	<u>Business</u>	<u>Residence</u>
Rate:	\$ 40.00	\$40.00

3.3 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move:	The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.		
Add:	The addition of a vertical service to existing equipment and/or service at one location.		
Change:	Change - including rearrangement or reclassification - of existing service at the same location.		

Residence Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Rate:	\$40.00	\$40.00	\$40.00
Business Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Rate:	\$40.00	\$40.00	\$40.00

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SECRETARY OF THE COMMISSION

Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.1 Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- ☐ 2 to 6 pair inside wire
- ☐ Faceplates
- ☐ RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- ☐ Staples, screws, nail, tape, connectors, etc.

3.4.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

Rate

Per Premises Visit, Residence: \$50.00

Per Premises Visit, Business: \$50.00

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Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.4.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

1. Inside Wire Installation Charge

Flat Installation Charges apply when a customer requests new noncomplex wire and jack installation or requests existing noncomplex wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

Material is included in each time increment charge.

	<u>Rate</u>
Flat Jack Installation Charge	
Per order, per premises	
- 1st Jack	\$75.00
- Each Additional, Prewired	\$25.00
- Each Additional, Unwired	\$75.00
Flat Wire Installation Charge	
Per wall, per wire pull, Residence	\$75.00
Flat Wire Installation Charge	
Per wall, per wire pull, business	\$75.00

2. Flat Inside Wire Maintenance Charge

The Flat Inside Wire Maintenance Charge applies when a customer requests noncomplex wire and jack maintenance and does not subscribe to the Inside Wire Maintenance Option. Material is included in the Flat Time and Materials Charge.

	<u>Rate</u>
Per Premises Visit, Residence	\$50.00
Per Premises Visit, Business	\$50.00

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Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.4.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

1. Inside Wire Installation Charge

Flat Installation Charges apply when a customer requests new noncomplex wire and jack installation or requests existing noncomplex wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

Material is included in each time increment charge.

Rate

Flat Jack Installation Charge
Per order, per premises

- 1st Jack	\$75.00
- Each Additional, Prewired	\$25.00
- Each Additional, Unwired	\$75.00

Flat Wire Installation Charge
Per wall, per wire pull, Residence \$75.00

Flat Wire Installation Charge
Per wall, per wire pull, business \$75.00

2. Flat Inside Wire Maintenance Charge

The Flat Inside Wire Maintenance Charge applies when a customer requests noncomplex wire and jack maintenance and does not subscribe to the Inside Wire Maintenance Option. Material is included in the Flat Time and Materials Charge.

Rate

Per Premises Visit, Residence

\$50.00

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Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.4.3 Inside Wire Maintenance and Installation (cont'd)

3. Monthly Inside Wire Maintenance Option

The Monthly Inside Wire Maintenance Option provides subscribers paying a monthly fee with ongoing maintenance of noncomplex wire and jack. Premises Visit Charges and Time and Material Charges are waived for maintenance work provided under the terms of the Monthly Inside Wire Maintenance Option.

Rate

Inside Wire Monthly
Maintenance Option
(per residence account)

\$2.00

3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

Rate: \$ 5.00

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SECRETARY OF THE COMMISSION

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.1 GENERAL

4.1.1 Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

4.1.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- a. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel operator the telephone number of the desired telephone station or system.
- b. Person to Person Service is that service where the person originating the call specifies to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.2 TIMING OF CALLS

- 4.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 4.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 4.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 4.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel operator.
- 4.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.3 TIME PERIODS DEFINED

Unless otherwise indicated in this Tariff, the following time periods apply.

4.3.1 Peak: 7:00 a.m. to, but not including, 7:00 p.m. - Monday through Friday

4.3.2 Off-Peak: 7:00 p.m. to, but not including, 7:00 a.m. - Sunday through Friday
All day Saturday and Sunday
All Holidays

4.3.3 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

4.3.4 All times refer to local time

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

4.4.1 Originating Rate Center

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

4.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

4.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE (cont'd)

4.4.3 Calculation of Mileage (cont'd)

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor Tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES

Rates are based on the duration of the call as measured according to Section 4.2 above, time of day rate period of the call as described in Section 4.3 and the airline mileage between points of the call as described in Section 4.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

4.5.1 Usage Charges

Maximum:

Mileage	Peak		Off-Peak	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute
0 - 8	\$0.10	\$0.06	\$0.10	\$0.06
9 - 13	0.20	0.10	0.20	0.10
over 13	0.25	0.15	0.25	0.15

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES (cont'd)

4.5.2 Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Rate</u>
Customer Dialed Calling Card	\$0.60
Person to Person	\$3.75
3rd Number Billed	\$1.60
All other Operator Assistance	\$1.25

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Section 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Description of Features

a. Three Way Calling/Call Hold

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

b. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 CUSTOM CALLING SERVICE (cont'd)

5.1.2 Description of Features (cont'd)

b. Call Forwarding (cont'd)

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

c. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

d. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

e. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

f. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 CUSTOM CALLING SERVICE (cont'd)

5.1.3 Rates and Charges

a. Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

b. Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Rate: \$20.00

c. Trial Period

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES

5.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 Description of Features

a. Call ID

The Call ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel. It is the responsibility of the customer to provide the necessary CPE.

b. Automatic Redial

The Automatic Redial feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

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BY Stacy W. [Signature]
SECRETARY OF THE COMMISSION

Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES (cont'd)

5.2.2 Description of Features (cont'd)

b. Automatic Redial (cont'd)

The following types of calls cannot be Automatically Redialed:

- i) Calls to 800 Service numbers
- ii) Calls to 900 Service numbers
- iii) Calls preceded by an interexchange carrier access code
- iv) International Direct Distance Dialed calls
- v) Calls to Directory Assistance
- vi) Calls to 911

c. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

d. Customer Originated Trace

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel the customer can use this application to combat nuisance calls.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES (cont'd)

5.2.3 Rates and Charges

a. Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

b. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Rate: \$20.00

c. Trial Period

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES

5.3.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.3.2 Description of Features

a. Camp On

This feature allows the switch to observe that a wanted line is busy, wait until it is free, then automatically and immediately connect the calling line that has been waiting.

b. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

c. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

d. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

e. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES (cont'd)

5.3.2 Description of Features (cont'd)

e. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

f. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

g. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

h. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

i. Uniform Call Distribution

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 CENTREX SERVICE FEATURES (cont'd)

5.3.3 Rates and Charges

a. Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

b. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Rate: \$20.00

c. Trial Period

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may elect to offer a free or reduced rate trial of any new Centrex feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 General

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

5.4.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to indicate they wish to retain the service will be disconnected from the service at no charge.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.4 SERVICE AND PROMOTIONAL TRIALS (cont'd)

5.4.2 Regulations (cont'd)

- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will be disconnected from the service.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel retains the right to limit the size and scope of a Promotional Trial.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

5.5.1 General

Upon request of a calling party, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

5.5.2 Rate Application

- a. A Verification Charge will apply when:
1. The operator verifies that the line is busy with a call in progress, or
 2. The operator verifies that the line is available for incoming calls.
- b. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- c. No charge will apply when the calling party advises that the call is from an official public emergency agency.

5.5.3 Rates

	<u>Rate</u>
Verification Charge, each request	\$5.00
Interrupt Charge, each request	\$5.00

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.6 TRAP CIRCUIT SERVICE

5.6.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

5.6.2 Regulations

- a. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- b. The customer shall be required to sign a written request for this service. By signing the request the customer shall release Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel from any liability, and the customer agrees to indemnify and hold Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel harmless from any liability it may incur in providing this service. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- c. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- d. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel makes no guarantee concerning the tracing and identification of any call when the service is provided. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

5.6.3 Rates

Per request,

Rate: \$ 5.00

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE

5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel of the error in order to receive credit.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 10 of this Tariff, up to a maximum of 50 requests per month.

5.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Rate: \$0.50

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call:

Rate

Local Operator Assistance, per call: \$0.75

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.9 STAND ALONE VOICE MAIL SERVICE

5.9.1 Description

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with line-based service is offered pursuant to the terms specified in the applicable section of this Tariff pertaining to the associated line-based service.

5.9.2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply per main billing account as described in Section 3 of this Tariff. Service is offered on a month to month basis or the customer may choose to commit to a minimum service term of twelve months. A twelve month service term is billed in advance. Service will automatically renew at the end of each twelve month term. Renewal charges will be billed in the eleventh month of the term. Twelve month service will be automatically converted to month to month service if the recurring charge is not paid by the end of the first full month of the new service term. Service may be canceled at any time prior to the first month of the new service term.

Per Individual Mail Address (up to 100 Mail Addresses):

	<u>Residence</u>	<u>Business</u>
	<u>Rate</u>	<u>Rate</u>
Nonrecurring Charge	\$10.00	\$10.00
Recurring Charges:		
- Month to Month	\$10.00	\$25.00
- Twelve Months	\$250.00	\$250.00

Over 100 Mail Addresses: individual cases basis

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE

5.10.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- a. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. 900, 971, 974, 540, 550, 396, 970, 976, 910, 920 & 700 Blocking - allows the subscriber to block all calls beginning with the above prefixes from being placed.
- c. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
- e. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

5.10.2 Regulations

- a. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- b. Blocking Service is available where equipment and facilities permit.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE, (cont'd)

5.10.3 Rates and Charges

a. Recurring and Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	Nonrecurring Charge <u>Rate</u>
900 and 700 Blocking	
- Residential	\$0.00
- Business (up to 200 lines)	\$10.00
900, 971, 974, and 700 Blocking	
- Residential	\$0.00
- Business (up to 200 lines)	\$10.00

The nonrecurring charge for initial request of one and two-line business customers is waived for 90 days from the customer's service establishment date.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE, (cont'd)

5.10.3 Rates and Charges (cont'd)

a. Recurring and Nonrecurring Charges (cont'd)

Third Number Billed and Collect Call Restriction	Monthly Charges <u>Rate</u>
- Residential	\$5.00
- Business (up to 200 lines)	\$5.00
 Toll Restriction	
- Residential	\$5.00
- Business (up to 200 lines)	\$5.00
 Toll Restriction Plus	
- Residential	\$5.00
- Business (up to 200 lines)	\$5.00
 Direct Inward Dialing Blocking (Third Party and Collect Call)	
- Initial Activation	\$50.00
- Subsequent Activation (per line)	\$10.00

- b. Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

- c. Connection charges apply as specified in Section 3 of this Tariff.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.11 CUSTOMIZED NUMBER SERVICE

5.11.1 General

- a. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- d. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the Tariffed rate, with the written consent of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel and the former customer.
- e. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel reserves and retains the right:
 1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
 3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
 4. The limitation of liability provisions of this Tariff in Section 2.1.1 are applicable to Customized Number Service.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

- 5.12.1 At the request of the customer Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will provide the customer with an intercept recording referring callers to another number.
- 5.12.2 Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of SuspensionCharge

- First Month or Partial Month

Regular Monthly Rate (no reduction)

- Each Additional Month
(up to the one year limit)

1/2 Regular Monthly Rate

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.11 CUSTOMIZED NUMBER SERVICE (cont'd)

5.11.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
 2. Requests a number change from the customer's present number to a Customized Number.
- b. Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for Customized Number Service.

5.11.3 Rates

	<u>Rate</u>
Set-up Charges	
Residential Customer	\$50.00
Business Customer	\$100.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

6.1 GENERAL

Residential Network Switched Service provides a residential customer with a connection to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's switching network which enables the customer to:

- a. place and receive calls from other stations on the public switched telephone network;
- b. access Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's local calling service;
- c. access Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's operators and business office for service related assistance; access toll-free telecommunication services such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES

The following Residential Network Switched Service Options are offered:

Residential Message Rate Service
Key Residential Line Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following Custom Calling Service features are offered to Residential Network Switched Service Subscribers:

Three Way Calling
Call Forward Busy
Call Forward Don't Answer
Call Forward Variable
Call Hold
Call Waiting
Cancel Call Waiting
Distinctive Ringing
Regular Multiline Hunting
Speed Calling

The following CLASS features are offered to Residential Network Switched Service Subscribers:

Call ID
Automatic Redial
Automatic Call Back
Automatic Recall
Customer Originated Trace

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional voice mail and service features. Message charges apply to Message Rated Service, in addition to other rate elements described above.

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Message Rate Service

Message Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period. Local calling areas are as specified in Section 10.

a. Description

Each Message Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Message Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Measured Rate Port has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Message Rate Service (cont'd)

b. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$50.00
Monthly Recurring Charges:	
- Each Base Service Line	\$25.00
- Voice Mail Option, per line	\$15.00
Custom Calling Features (per line, per month)	
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Message Rate Service (cont'd)

b. Recurring and Nonrecurring Charges (cont'd)

CLASS Features (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Message Rate Service (cont'd)

c. Message Usage Charges

Rate

Per Message

\$.15

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 Key Residential Line Service

a. General

Key Residential Line Service provides the customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. The Key Residential Line is available as a flat rate or message rated service. Key Residential Line Service is provided for connection of customer-provided key system terminal equipment. All key system lines will be equipped with touchtone and multiline hunt.

Each Key Residential Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Type	Dual-tone multifrequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only, as specified by the customer

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 Key Residential Line Service (cont'd)

b. Flat Rate Key Residential Line Service

1. Description

Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified below.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$50.00

Monthly Recurring Charges:

- Each Service Line	\$25.00
- Voice Mail Option, per line	\$15.00

Custom Calling Features
(per line, per month)

- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 Key Residential Line Service (cont'd)

b. Flat Rate Key Residential Line Service (cont'd)

2. Recurring and Nonrecurring Charges (cont'd)

<u>CLASS Features</u> (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 Key Residential Line Service (cont'd)

c. Message Rate Key Residential Line Service

1. Description

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$50.00
Monthly Recurring Charges:	
- Each Base Service Line	\$25.00
- Voice Mail Option, per line	\$15.00
Custom Calling Features: (per line, per month)	
- Each feature	\$5.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 Key Residential Line Service (cont'd)

c. Message Rate Key Residential Line Service (cont'd)

2. Recurring and Nonrecurring Charges (cont'd)

CLASS Features (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 Key Residential Line Service (cont'd)

c. Message Rate Key Residential Line Service (cont'd)

3. Message Usage Charges

	<u>Rate</u>
Per Message	\$.15

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.1 GENERAL

Business Network Switched Service provide a business customer with a connection to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's switching network which enables the customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's local calling service;
- c) access Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Tariff.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

- Basic Business Line Service
- Business Key System Line Service
- Shared Tenant Service
- PBX Trunks
- Centrex Service

Basic Business Line Service, Key System Line Service, Shared Tenant Service and Analog PBX trunks are offered with flat rate or message rate local service, at the option of the customer. Digital PBX Trunks are offered on a flat rate basis only.

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service:

a. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Type::	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

b. Flat Rate Basic Business Line Service

1. Description

Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$50.00
Monthly Recurring Charges:	
- Each Service Line	\$50.00
- Voice Mail Option, per line	\$15.00
Custom Calling Features (per line, per month)	
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

b. Flat Rate Basic Business Line Service

2. Recurring and Nonrecurring Charges (cont'd)

<u>CLASS Features</u> (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

c. Message Rate Basic Business Line Service

1. Description

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$50.00
Monthly Recurring Charges:	
- Each Base Service Line	\$25.00
- Voice Mail Option, per line	\$15.00
Custom Calling Features: (per line, per month)	
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

c. Message Rate Basic Business Line Service (cont'd)

2. Recurring and Nonrecurring Charges (cont'd)

CLASS Features (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Basic Business Line Service (cont'd)

c. Message Rate Basic Business Line Service (cont'd)

3. Message Usage Charges

	<u>Rate</u>
Per Message	\$.15

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.2 Business Key System Line Service

a. Description

Business Key System Line Service provides the customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. The Business Key System Line is available as a message rated service. Business Key System Line Service is provided for connection of customer-provided key system terminal equipment. All key system lines will be equipped with touch tone and multiline hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 10.

Each Business Key System Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Type::	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.2 Business Key System Line Service (cont'd)

b. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$10.00
Monthly Recurring Charges:	
- Flat Rate Business Key	\$50.00
- Message Rate Business Key	\$25.00
- Voice Mail Option, per line	\$15.00
Custom Calling Features (per line, per month)	
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.2 Business Key System Line Service (cont'd)

b. Recurring and Nonrecurring Charges (cont'd)

<u>CLASS Features</u> (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

c. Message Usage Charges

	<u>Rate</u>
Per Message	\$.15

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Shared Tenant Service

a. General

Shared Tenant Service is a multi-station system furnished in apartment and townhouse complexes for the use of the residents. The "customer" for shared tenant service is the owner of an apartment complex or reseller for shared tenant service.

This service enables the customer or locations served by the customer to originate and receive calls within its system at no additional charge. The customer is responsible for payment of all charges, including local and toll charges and all nonrecurring monthly charges.

Each Shared Tenant Service Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Type:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

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7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Shared Tenant Service (cont'd)

b. Flat Rate Shared Tenant Service

1. Description

Service to points within the local calling area is included in the charge for Flat Rate Shared Tenant Service. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

Per Service Line:

Rate

Nonrecurring Connection Charge: \$25.00

Monthly Recurring Charges:

- Each Service Line \$25.00

- Voice Mail Option, per line \$15.00

Custom Calling Features
(per line, per month)

- Each feature \$10.00

- Package of 3 features \$15.00

- Package of 6 features \$21.00

- Package of 9 features \$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Shared Tenant Service (cont'd)

b. Flat Rate Shared Tenant Service (cont'd)

2. Recurring and Nonrecurring Charges (cont'd)

<u>CLASS Features</u> (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Shared Tenant Service (cont'd)

c. Message Rate Shared Tenant Service

1. Description

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$10.00
Monthly Recurring Charges:	
- Each Base Service Line	\$25.00
- Voice Mail Option, per line	\$15.00
Custom Calling Features: (per line per month)	
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Shared Tenant Service (cont'd)

c. Message Rate Shared Tenant Service (cont'd)

2. Recurring and Nonrecurring Charges (cont'd)

<u>CLASS Features</u> (per line, per month)	<u>Rate</u>
- Each feature	\$10.00
- Package of 3 features	\$15.00
- Package of 6 features	\$21.00
- Package of 9 features	\$24.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Shared Tenant Service (cont'd)

c. Message Rate Shared Tenant Service (cont'd)

3. Message Usage Charges

	<u>Rate</u>
Per Message:	\$.15

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service

a. General

Analog and/or digital PBX trunks are provided for connection of customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multiline hunting.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each Analog Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service (cont'd)

b. Flat Rate Analog PBX Trunks

1. General

Service to points within the local calling area is included in the charge for Flat Rate Analog PBX Trunk Service. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

	<u>Rate</u>
Monthly Recurring Charges:	\$75.00
Terminal Numbers:	
1-10 lines in terminal group	\$15.00
11-20 lines in terminal group	\$25.00
21 + lines in terminal group	\$30.00

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c. Message Rate Analog PBX Trunks

1. Description

Message Rate Analog PBX Trunks provide the customer with a single, analog, voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service (cont'd)

c. Message Rate Analog PBX Trunks (cont'd)

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. Charges for each Message Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period. Local calling areas are as specified in Section 10.

	<u>Rate</u>
Nonrecurring Connection Charge:	\$50.00
Monthly Recurring Charges:	
- Each Trunk	\$25.00
Terminal Numbers:	
1-10 lines in terminal group	\$15.00
11-20 lines in terminal group	\$25.00
21 + lines in terminal group	\$30.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service (cont'd)

c. Message Rate Analog PBX Trunks (cont'd)

3. Message Usage Charges

	<u>Rate</u>
Per Message Charge	\$0.15

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service (cont'd)

d. Digital PBX Trunk Service

1. Description

Digital PBX Trunk Service provide a customer with connection to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Loop, Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming or Out-Going Only, as specified by the customer

Service to points within the local calling area is included in the charge for Digital PBX Trunk Service. Local calling areas are as specified in Section 10.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service (cont'd)

d. Digital PBX Trunk Service (cont'd)

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. Charges for each Message Rate Digital PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period.

Where appropriate facilities do not exist, Special Construction charges will also apply.

Rate

Nonrecurring Connection Charge: \$1000.00

Monthly Recurring Charges:

Flat Rate:

- Facility, \$500.00

- Per Active Channel (DID) \$25.00

- Per Active Channel (DOD) \$75.00

Message Rate:

- Facility, \$500.00

- Per Active Channel (DID) \$25.00

- Per Active Channel (DOD) \$75.00

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7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.4 PBX Trunk Service (cont'd)

d. Digital PBX Trunk Service (cont'd)

3. Message Usage Charges

	<u>Rate</u>
Per Message Charge	\$0.15

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service

a. Description

Centrex Service is a multi-station system offered to the business customer with 2 or more lines or trunks. It consists of digital switching equipment in Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's switches connected to station lines on the customer's premises. Centrex Service enables the customer to originate and receive local calls within its system at no additional charge. Service to points within the local calling area is included in the charge for Centrex Service. Local calling areas are as specified in Section 10.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface:	2-Wire or 4-Wire as required for the provision of service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only

b. Features

The Centrex customer choose one of three feature packages: Basic, Enhanced and Premium. Basic Centrex includes all Centrex features except attendant features and Customer Management System. Enhanced Centrex includes attendant features. Premium Centrex offers all features, attendant features and Customer Management system.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service (cont'd)

b. Features (cont'd)

The following Centrex features are available to the customer of Centrex Service at no additional charge:

	Basic	Enhanced	Premium
Add-On Hold	X	X	X
Attendant Camp On		X	X
Attendant Conference		X	X
Attendant Direct Station Selection		X	X
Automatic Call Distribution			X
Automatic Route Selection (ARS)	X	X	X
Call Forward - Busy	X	X	X
Call Forward - No Answer	X	X	X
Call Pickup	X	X	X
Call Transfer Internal	X	X	X
Call Transfer Outside	X	X	X
Call Waiting	X	X	X
Call Waiting - Attendant Lamp		X	X
Code Calling	X	X	X
6-Way Conference			X
Directed Call Pickup	X	X	X
Group Numbering	X	X	X

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service (cont'd)

b. Features (cont'd)

	Basic	Enhanced	Premium
Intercom Dialing	X	X	X
Loudspeaker Paging	X	X	X
Manual Control of ARS		X	X
Make Busy	X	X	X
Multiline Hunt	X	X	X
Night Service	X	X	X
Outward Call for PBX	X	X	X
Power Fail Transfer	X	X	X
Queuing	X	X	X
Single Digit Dialing	X	X	X
Tandem Dialing	X	X	X
Toll Diversion - Attendant		X	X
Uniform Call Distribution	X	X	X
Customer Management System			X
Speed Calling	X	X	X
Three Way Calling	X	X	X

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service (cont'd)

c. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff.

1. Basic Centrex (Flat Rated)

Per Station Line:

Rate

Nonrecurring Connection Charge: \$200.00

Monthly Recurring Charges:

Term

24 months \$100.00

36 months \$100.00

60 months \$100.00

84 months \$100.00

DS1 Port Charges
for DS1 Interconnection
(per 24 Centrex Changes): \$500.00

Voice Mail, per line per month: \$20.00

Over 200 lines Individual Case Basis

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service (cont'd)

c. Recurring and Nonrecurring Charges (cont'd)

2. Enhanced Centrex (Flat Rate)

Per Station Line:

Rate

Nonrecurring Connection Charge: \$200.00

Monthly Recurring Charges:

Term

24 months \$100.00

36 months \$100.00

60 months \$100.00

84 months \$100.00

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DS1 Port Charges
for DS1 Interconnection
(per 24 Centrex Channels): \$500.00

Voice Mail, per line per month: \$20.00

Over 200 lines

Individual Case Basis

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service (cont'd)

c. Recurring and Nonrecurring Charges (cont'd)

3. Premium Centrex (Flat Rate)

Per Station Line:

Rate

Nonrecurring Connection Charge: \$500.00

Monthly Recurring Charges:

Term

24 months \$100.00

36 months \$100.00

60 months \$100.00

84 months \$100.00

DS1 Port Charges
for DS1 Interconnection
(per 24 Centrex Channels): \$500.00

Voice Mail, per line per month: \$20.00

Over 200 lines Individual Case Basis

4. Direct Inward Dialing

Rate

Each Group of 20 Numbers \$10.00

Each Group of 100 Numbers \$30.00

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.5 Centrex Service (cont'd)

c. Recurring and Nonrecurring Charges (cont'd)

	<u>Rate</u>
Terminal Numbers:	
1-10 lines in terminal group	\$15.00
11-20 lines in terminal group	\$25.00
21 + lines in terminal group	\$40.00

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Section 8 - SPECIAL SERVICES AND PROGRAMS

8.1 LIFELINE TELEPHONE SERVICE

8.1.1 Lifeline Telephone Service Options

a. Kentucky LifeLine Support

There will be a Kentucky LifeLine charge of \$0.05 per access line per month, to the customer.

b. Basic Lifeline Service

This low priced individual message rate service provides a full waiver of the \$3.50 federal subscriber line charge. There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed.

8.1.2 Eligibility

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the following Entitlement Programs administered by the Kentucky State Department of Social Services:

Aid to Families with Dependent Children (AFDC)

Food Stamps

Home Energy Assistance Program (HEAP)

Home Relief

Medicaid

Supplemental Security Income (SSI)

The applicant must provide proof to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the Kentucky State Department of Social Services and identified as so authorized on the customer's card for any of the above benefits.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.1 LIFELINE TELEPHONE SERVICE (cont'd)

8.1.2 Eligibility (cont'd)

In addition, applicants are eligible for discounted Life Line rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel that they are receiving one of these pensions.

Life Line services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel. If the form is not returned, no further action is taken by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel in conjunction with the Kentucky State Department of Social Services (DSS).

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.1 LIFELINE TELEPHONE SERVICE (cont'd)

8.1.3 Charges

A qualified customer may choose one of the Lifeline services as described. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 8.2, following.

Service connection charges do not apply to change existing service from:

- a. Message Rate Service to Basic Lifeline service;
- b. Basic Lifeline service to Message Rate Service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- a. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in 8.1.2, above;
- b. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- c. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Kentucky.
- 8.3.3 Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel pays.
- 8.3.5 Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will also advise the customer who requests this equipment of the applicable terms for purchase.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

A handicapped person who has been certified to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, a 50% discount on local message rate service.

8.4.2 Certification

Acceptable certifications are:

- a. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Kentucky, or
- b. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

8.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 11, "Handicapped Person," for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.6 TELEPHONE RELAY SERVICE

8.6.1 General

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel will provide access to a telephone relay center for Telephone Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

8.6.2 Regulations

- a. Only intrastate calls can be completed using the Telephone Relay Service under the terms and conditions of this Tariff.
- b. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- c. Calls through the Relay Service may be billed to a third number only if that number is within Kentucky. Calls may also be billed to calling cards issued by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel or other carriers who may choose to participate in this service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.6 TELEPHONE RELAY SERVICE (cont'd)

8.6.2 Regulations (cont'd)

- d. The following calls may not be placed through the Relay Service:
1. calls to informational recordings and group bridging service;
 2. calls to time or weather recorded messages;
 3. station sent paid calls from coin telephones; and
 4. operator-handled conference service and other teleconference calls.

8.6.3 Liability

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

8.7.1 General

Persons who are blind or whose disability causes difficult with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's territory to place calls within and outside the state of Kentucky at a special rate or to place calls from a telephone outside of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's territory, but within the state of Kentucky at rates applicable to the territory from which the call is made.

8.7.2 Rates

Within Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's Territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card will be billed at the higher operator handled rate.

Outside Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's Territory, but within Kentucky:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

8.7.3 Qualification

The follow criteria will be used to determine eligibility for the Special Credit Card:

- a. "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- b. "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as result of physical limitations.
- c. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or noncoin telephone. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (cont'd)

8.7.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- a. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's service territory, but he or she does not need to have other service from Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.
- b. Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

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Section 9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of (a), (b), and (c).

9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- a. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 1. equipment and materials provided or used;
 2. engineering, labor, and supervision;
 3. transportation; and
 4. rights of way and/or any required easements.
- b. Cost of maintenance.
- c. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

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Section 9 - SPECIAL ARRANGEMENTS (cont'd)

9.1 SPECIAL CONSTRUCTION (cont'd)

9.1.2 Basis for Cost Computation (cont'd)

- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- a. The period on which the termination liability is based is the estimated service life of the facilities provided.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

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Section 9 - SPECIAL ARRANGEMENTS (cont'd)

9.1 SPECIAL CONSTRUCTION (cont'd)

9.1.3 Termination Liability (cont'd)

b. (cont'd)

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a) equipment and materials provided or used;
 - b) engineering, labor, and supervision;
 - c) transportation; and
 - d) rights of way and/or any required easements;
2. license preparation, processing, and related fees;
3. Tariff preparation, processing and related fees;
4. cost of removal and restoration, where appropriate; and
5. any other identifiable costs related to the specially constructed or rearranged facilities.

- c. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in paragraph b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in paragraph b. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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Section 9 - SPECIAL ARRANGEMENTS (cont'd)

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from Tariffed arrangements.

Rates quoted in response to such requests may be different for Tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 6) Length of the agreement.

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Section 10 – LOCAL CALLING AREAS

10.1 LOCAL CALLING AREA

Stations bearing the designation of Central Offices within the exchanges of: LATA .

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Section 11 -- EXPLANATION OF TERMS

AGENCY

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

ALTERNATE ROUTING ("AR")

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service).

ANALOG

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

APARTMENTS

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

ASCII

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

ASYNCHRONOUS

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

AUTHORIZED USER

A person, corporation or other entity who is authorized by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's customer to utilize service provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to the customer. The customer is responsible for all charges incurred by an Authorized User

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Section 11 – EXPLANATION OF TERMS (cont'd)

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

BIT

The smallest unit of information in the binary system of notation.

BUILDING

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

CALL INITIATION

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

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Section 11 – EXPLANATION OF TERMS (cont'd)

CENTRAL OFFICE

An operating office of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

CHANNEL CONVERSION

The termination of 1.544 Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

CHANNEL SERVICE UNIT ("CSU")

The equipment located at the customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

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Section 11 – EXPLANATION OF TERMS (cont'd)

COMPANY

Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, unless otherwise clearly indicated from the context.

COMMISSION

Kentucky Department of Telecommunications and Energy

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel. A customer is responsible for the payment of charges and for compliance with all terms of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's Tariff.

CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the customer for use with Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DEMARCATIION POINT

The physical dividing point between Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's network and the customer.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

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Section 11 – EXPLANATION OF TERMS (cont'd)

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

DIGITAL

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch tone)

EMERGENCY SERVICE NUMBER ("ESN")

A unique code, assigned by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

ERROR

A discrepancy or unintentional deviation by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel from what is correct or true. An "error", can also be an omission in records.

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Section 11 – EXPLANATION OF TERMS (cont'd)

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

GROUND START

Describes the signaling method between the F3X/key system interface and Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's switch. It is the signal requesting service.

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Section 11 – EXPLANATION OF TERMS (cont'd)

HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

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Section 11 – EXPLANATION OF TERMS (cont'd)

INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel to facilities provided by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

INTEROFFICE MILEAGE

The segment of a line which extends between the central offices serving the originating and terminating points.

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

KILOBIT

One thousand bits.

LATA

Local Access and Transport Area. The area within which Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's central office.

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Section 11 – EXPLANATION OF TERMS (cont'd)

LEASED CHANNEL

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel for a specific purpose.

LOCAL CALL

A call which, if placed by a customer over the facilities of Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel's switch. It is the signal requesting service.

LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

MEGABIT

One million bits.

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

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Section 11 – EXPLANATION OF TERMS (cont'd)

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTI-FREQUENCY ("MF")

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

NODE

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

PBX

A private branch exchange.

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Section 11 – EXPLANATION OF TERMS (cont'd)

PORT

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

PREMISES

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

PUBLIC ACCESS LINE SERVICE

Service providing facilities for a customer owned coin operated telephone ("COCOT").

PUBLIC SAFETY ANSWERING POINT ("PSAP")

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

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Section 11 – EXPLANATION OF TERMS (cont'd)

RESALE OF SERVICE

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

SAME PREMISES

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

SELECTIVE ROUTING ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

SHARING

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

STATION

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

SUSPENSION

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

Issued:

Issued by: David A. Aronow, V.P.
301 Park Avenue
New York, New York 10022

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 11 2001

Effective:

PURSUANT TO 207 KAR 5.011,
SECTION 2(1)
BY: Stephan D. Bull
SECRETARY OF THE COMMISSION

Section 11 – EXPLANATION OF TERMS (cont'd)

SYNCHRONOUS

Transmission in which there is a constant time interval between bits, characters or events.

T-1 SYSTEM

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by Metropolitan Telecommunications of Kentucky, Inc. d/b/a MetTel.

TONE DIAL SIGNALING ("TD")

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

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PURSUANT TO 202 KAR 5.011,
SECTION 10(1)
BY: *Stephanie*
SECRETARY OF THE COMMISSION

Section 11 – EXPLANATION OF TERMS (cont'd)

TWO WAY

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.

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Issued by: David A. Aronow, V.P.
301 Park Avenue
New York, New York 10022

JAN 11 2001 Effective:

PURSUANT TO 207 KAR 5.011,
SECTION 10.1)
BY Stephan D. Bell
SECRETARY OF THE COMMISSION



February 15, 2000

CORNER PIZZA
769 MAIN STR
HARTFORD, CT XXXXX

Dear CORNER PIZZA,

Some people have questions about their first bill, the following may help explain how all local telephone companies bill each month.

Your bill has two basic parts - "Monthly Service Charges" and "Usage Charges":

1. "Monthly Service Charges" are billed one month in advance.
Examples: Basic Line Charge, Features (Call Waiting, Caller ID, etc.). Required Government charges (E911 and FCC Line Charges).
2. "Usage Charges" are billed one month behind.
All local calls chargeable to your telephone for the prior month.

Your FIRST MetTel Bill:

- Includes your monthly service charges in advance, for next month.
- Includes your monthly service charges from the date you became a MetTel customer up to the date of your first bill (because this is your first MetTel bill, you were not billed in advance - this is only a one time partial month "catch up").
- Includes your usage charges from the date your service began up to the date of your first bill.

Your REGULAR MetTel Bill:

- Includes your monthly service charges in advance, for the next month.
- Includes your usage charges for the prior month.

Your FINAL BILL from your previous phone company:

- This is the last time they will bill you for local and regional phone services.
- There is a credit for the unused monthly service charges that were billed in advance.
- There is a charge for usage up to the last date of service (before joining MetTel).

You will notice a credit on your Final Bill from your previous phone company. This offsets the one time "catch up" portion on your first MetTel bill. *When comparing your regular monthly MetTel bill with your previous phone company's regular monthly bill, you will find that MetTel saves you at least 10%, and up to 23%.*

MetTel appreciates having you as our customer. Thank you.

Sincerely yours,

David Aronow
President

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 11 2001

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

122220



MetTel

The Easy To Read Bill

**No Hidden Charges.
No Fine Print.**

At MetTel, we work hard to provide you with the best and most understandable communications in CT by delivering superior Customer Service and products that provide value and savings.

Below is a detailed explanation of your MetTel Statement.

MetTel
P.O. Box 5560
Manchester, NH 03105-0560
For Billing and Service Inquiries: 1-877-MetTel-1
1-877-628-6341

Invoice Date: Jan 1, 1999
Account Number: 2125551234-555-1
Page 1

Bill To:
John Doe
123 MetTel Rd.
Saverton, NJ 07075

Account Summary

Previous Charges and Credits	Amount
Previous Balance	\$125.28
Credits and Adjustments	\$0.00
Payments Received	\$0.00
Late Payment Charge	\$0.00
Balance Forward:	\$125.28
Current Charges	\$154.20
Monthly Service Charge (11/1/98 through 12/31/98)	\$4.00
Access Service	\$4.00
Usage Charge	\$45.72
FCC Line Charge	\$4.50
Emergency Services (E911) Surcharge	\$3.35
Total:	\$154.20
Taxes	\$13.47
Federal Tax	\$1.82
State Tax	\$6.69
Local Tax	\$4.93
Total Taxes	\$13.47
Total Current Charges Including Taxes:	\$167.67
TOTAL AMOUNT DUE	\$292.95

John Doe
123 MetTel Rd.
Saverton, NJ 07075

Account Number: 2125551234-555-1
Billing Date: 1-Jan-99
Due Date: Payable Upon Receipt

Please send payment to:

MetTel
P.O. Box 5560
Manchester, NH 03105-0560

Amount Due: \$292.95
Amount Enclosed: []

Public Service Commission of Kentucky
EFFECTIVE 1/1/2001
P.L.B. 807 KAR 5.011, SECTION 9 (1)
SECRETARY OF THE COMMISSION

Prior month's Amount Due

Credits and adjustments applied to your account since your last bill

Payments received since your last bill

Late fees applied to unpaid portion of last month's Amount Due

Outstanding balance before this month's bill

Total monthly charges for dial tone and features (like Call Waiting or Caller ID) (See Page 2 for detail of monthly service)

Calls to 411, *69, and *66 (See page 2 for total calls made)

Total charges for calls made from your home or business (See page 2 for total calls made)

Required Government Charges

Total new charges this month

Taxes on total new charges this month

Total of new charges for this month's bill including taxes

Total Amount Now Due (Including Outstanding Balance)

Your Account Number

Mailing address for payments



Invoice date: February Fifteenth, 2000
Account Number: XXXXXXXXXXX-XXX-X
Page 1

METROPOLITAN TELECOMMUNICATIONS
NEW YORK, NY 10022

All Billing and Service Inquiries: 1-877-METTEL1
1-877-638-8351

Bill To:

CORNER PIZZA
769 MAIN STR
HARTFORD, CT XXXXX

Account Summary

Previous Charges and Credits

Previous Balance	\$0.00
Credits And Adjustments	\$0.00
Payments Received	\$0.00
Late Payment Charges	\$0.00
Balance Forward:	\$0.00

Current Charges

Monthly Service Charges 02/15/00 through 03/16/00	\$32.65
Assistance Services	\$1.95
Usage Charges	\$9.85
Operator Service	\$0.00
FCC Line Charge(s)	\$3.50
Emergency Services (E911) Surcharge	\$0.35
Total:	\$48.30

Taxes

Federal Tax	\$1.33
State Tax	\$4.53
Local Tax	\$3.27
Total Taxes:	\$9.13

Total Current Charges Including Taxes:

\$57.43

TOTAL AMOUNT DUE:

\$57.43

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 11 2001

PURSUANT TO 807 KAR 5.011
SECTION 9 (1)

\$57.43 BY *Stephanie*

SECRETARY OF THE COMMISSION

Please detach this portion and return with your payment.

To Avoid Late Charges, Please Pay Before 03/11/00

CORNER PIZZA
769 MAIN STR
HARTFORD, CT XXXXX

Please send payment to:

Account Number: XXXXXXXXXXX-XXX-X

Billing Date: 02/15/00

Due Upon Receipt



METROPOLITAN TELECOMMUNICATIONS
P.O. Box 9660
MANCHESTER, NH 03108-9660

Amount Due: **\$57.43**

Amount Enclosed:

1997187985507152000000057437

122220



Invoice date: February Fifteenth, 2000

Account Number: XXXXXXXXXXX-XXX-X

Page 2

METROPOLITAN TELECOMMUNICATIONS
NEW YORK, NY 10022

All Billing and Service Inquiries: 1-877-METTEL1

1-877-638-8351

Bill To:
CORNER PIZZA
769 MAIN STR
HARTFORD, CT XXXXX

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 11 2001

PURSUANT TO 307 KAR 5.011
SECTION 10
BY *Steph A. Hall*
SECRETARY OF THE COMMISSION

Description of Monthly Service Charges

Phone Number	Features and Services	Amount
(718)-798-5507	BUSINESS MEASURED LINE	\$14.60
	CID/N	\$8.55
	CW	\$9.50
(718)-798-5507	Total for Line	\$32.65
TOTAL		\$32.65

	*Initial Charge Call	Add'l Minute Charge	Number of Calls	Add'l Minutes	Time of Day Discount	Total Charge
Local Calls						
(718)-798-5507						
NEW YORK CITY	\$0.0720	\$0.0120	80	3		\$5.79
NEW YORK CITY	\$0.0432	\$0.0072	33	5	40%	\$1.46
NEW YORK CITY	\$0.0252	\$0.0042	43	0	65%	\$1.08
						<u>\$8.33</u>
Regional calls						
(718)-798-5507						
LOWER WESTCHESTER	\$0.1233	\$0.0414	1	0		\$0.12
LOWER WESTCHESTER	\$0.0740	\$0.0248	0	0	40%	\$0.00
LOWER WESTCHESTER	\$0.0432	\$0.0145	0	0	65%	\$0.00
						<u>\$0.12</u>
UPPER WESTCHESTER	\$0.1233	\$0.0900	6	2		\$0.92
UPPER WESTCHESTER	\$0.0740	\$0.0540	1	1	40%	\$0.13
UPPER WESTCHESTER	\$0.0432	\$0.0315	6	3	65%	\$0.35
						<u>\$1.40</u>



Invoice date: February Fifteenth, 2000

Account Number: XXXXXXXXXXX-XXX-X

Page 3

METROPOLITAN TELECOMMUNICATIONS
NEW YORK, NY 10022

All Billing and Service Inquiries: 1-877-METTEL1

1-877-638-8351

Bill To:

CORNER PIZZA
769 MAIN STR
HARTFORD, CT XXXXX

Total Regional Calls for Line (718)-798-5507	\$1.52
--	--------

TOTAL :	\$9.85
----------------	---------------

Description of Assistance Services

(718)-798-5507

DIRECTORY ASSISTANCE
CALL RETURN

1 call(s) @ \$ 0.45

0.45

3 call(s) @ \$ 0.50

1.50

Total for Line (718)-798-5507

\$1.95

Total

\$1.95

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 11 2001

PURSUANT TO 907 KAR 5011
SECTION 9 (1)

BY Stephane P. Bell
SECRETARY OF THE COMMISSION

If you have a complaint, please call our customer Service Department at
(XXX) XXX-XXXX.

If you remain dissatisfied with our resolution of your complaint, you may contact
the Department of Public Utility Control, Consumer Assistance, Ten Franklin
Square, New Britain, CT 06051. The Department may also be reached toll-free
within Connecticut at 1-800-382-4586 or (860) 827-2622 from out of state.

PUBLIC SERVICE COMMISSION
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JAN 11 2001

PURSUANT TO 807 KAR 5.011
SECTION 9.1(1)

BY Stephanie A. Bell
SECRETARY OF THE COMMISSION

